

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	2606759
<b>Application Number:</b>	10826160
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	8619
<b>Title of Invention:</b>	Processing service requests for product support with indexed and clustered answer objects
<b>First Named Inventor/Applicant Name:</b>	Hua-Jun Zeng
<b>Customer Number:</b>	22801
<b>Filer:</b>	David Steven Thompson/Pam Arsondi
<b>Filer Authorized By:</b>	David Steven Thompson
<b>Attorney Docket Number:</b>	MS1-1892US
<b>Receipt Date:</b>	18-DEC-2007
<b>Filing Date:</b>	15-APR-2004
<b>Time Stamp:</b>	14:50:14
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Credit Card
Payment was successfully received in RAM	\$ 180
RAM confirmation Number	160
Deposit Account	
Authorized User	

### File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part / .zip	Pages (if appl.)
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1		D29428.pdf	256053 3002bdf7d417c425c8d0d025a3f37020c88954a259	yes	9
Multipart Description/PDF files in .zip description					
Document Description		Start	End		
Miscellaneous Incoming Letter		1	1		
Information Disclosure Statement (IDS) Filed		2	9		
Warnings:					
Information:					
2	NPL Documents	BY6950.pdf	480947 f6f6c44223dd0fdd468f797ab9001ca96d9611	no	8
Warnings:					
Information:					
3	NPL Documents	BW7854.pdf	490191 5d8b7b443c321bf9b6c73ca15ba4d37cb1:3me100	no	6
Warnings:					
Information:					
4	NPL Documents	BW7850.pdf	447751 c062bd-fbdc265eadd7bc9dc7112ee21516294-7	no	6
Warnings:					
Information:					
5	NPL Documents	BW7828.pdf	254329 836e0e3b77aad7647bc3ca257b6d7f62305e912	no	4
Warnings:					
Information:					
6	NPL Documents	BW7845.pdf	210317 61d6f0f05c1157ee27459f820542ce98f2d6d08	no	4
Warnings:					
Information:					
7	NPL Documents	BW7852.pdf	1029759 01e0e1cfc5466ca7893d85944333bc107b41140d0	no	16
Warnings:					
Information:					
8	NPL Documents	BW7839.pdf	531855 5c458add4363145343d942f05442e8da8d1503a47	no	8

<b>Warnings:</b>					
<b>Information:</b>					
9	NPL Documents	BW7796.pdf	215881 d86768b3a173644a97e055667afa28e55 9c386239	no	4
<b>Warnings:</b>					
<b>Information:</b>					
10	NPL Documents	BT9706.PDF	758270 4a7cdd1d65a4f71a32c5f997634383b9e 62e41fe	no	8
<b>Warnings:</b>					
<b>Information:</b>					
11	Fee Worksheet (PTO-06)	fee-info.pdf	8218 e1d49658b07e4ed8a7f94a3205ca2c4 1942b7d1	no	2
<b>Warnings:</b>					
<b>Information:</b>					
<b>Total Files Size (in bytes):</b>			4683571		
<p>This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.</p> <p><b><u>New Applications Under 35 U.S.C. 111</u></b>          If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.</p> <p><b><u>National Stage of an International Application under 35 U.S.C. 371</u></b>          If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.</p> <p><b><u>New International Application Filed with the USPTO as a Receiving Office</u></b>          If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.</p>					